

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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TO: Richard Jensen
J. Randall Olson
Richland Opportunities, Inc.

FROM: Novelene Martin *NM*
Quality Improvement Specialist

DATE: July 1, 2004

SUBJECT: Quality Assurance Review

Attached is the summary report of the Quality Assurance Review. The review was conducted April 26 through April 28, by Connie Wethern, Quality Improvement Specialist and Novelene Martin, Quality Improvement Specialist. Please extend our appreciation to the staff for helping us during the review and for their continued commitment to providing quality services to the individuals.

Attachment

cc: ROI File
Dain Christianson
Tim Plaka
Perry Jones
John Zeeck

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Richland Opportunities Incorporated
Quality Assurance Review

An on-site quality assurance review of Richland Opportunities, Incorporated (ROI) was conducted April 26 through April 28, 2004. The review was conducted by Novelene Martin, Quality Improvement Specialist, Miles City, and Connie Wethern, Quality Improvement Specialist, Glasgow. The review included all services ROI provides through their contract with the Developmental Disabilities Program.

ADMINISTRATIVE

ROI provides a variety of adult services in the Sidney area. These services include supported living (congregate and non-congregate), an intensive adult group home, a standard adult group home, a work activity center, an intensive day program, and community supports. Both ROI homes are licensed through the Quality Assurance Division. The licensing review found no significant deficiencies. The County Sanitarian and the Fire Marshall inspect the homes yearly. These inspections found no significant deficiencies.

Russ Hill of the Division of Quality Assurance Audit Bureau completed a financial audit. The review found no issues of non-compliance on internal controls and the DD contract.

During the QA review, we had the opportunity to talk with staff from all areas of ROI. Numerous staff mentioned the "team" effort at ROI (QAOS 1). Several staff mentioned the need to work with everyone to ensure the best services for the individuals. One staff from each service area was interviewed using a set of established questions. All staff interviewed knew the requirement to report suspected abuse, neglect, and exploitation to Adult Protective Services (QAOS 2).

RESIDENTIAL SERVICES:

The residential review included the Svaare Group Home, the Agetha Peer Group Home, the Transitional Living Complex, and the supported living services provided to individuals living in their own apartments in the community. Individuals selected for the review were: 4

I. Health and Safety: During the review, no significant health and safety concerns were noted. A review of medication administration records showed that all staff administering medications are certified to do so. This past year, no medication errors occurred that caused a change in the consumer's condition or required additional monitoring or treatment. Physician's order and instruction for the administration of PRN and over-the-counter medications were available for each consumer reviewed. All individuals reviewed have either reached their maximum capacity on self-administration of medications or are on a program teaching a component of self-administration.

Each home provides the individuals a comfortable, safe place to live. The homes are nicely decorated and each person's bedroom is decorated to the individual's tastes of that person. During the visits to both homes, we observed the individuals involved in the daily routine of the house. Fire evacuation and emergency evacuations drills are done in each home.

While at the Transitional Living Complex, [redacted] invited us into his apartment. Several other individuals also invited in to visit. No health and safety concerns were noted during the visit to individual apartments. Medications are kept in a secure location in the staff office. Fire evacuation and emergency evacuation drill are done at the complex. A fire extinguisher was mounted in the kitchen in [redacted] apartment. Smoke detectors in his apartment were in working order. When asked, [redacted] was able to explain how to evacuate his apartment in an emergency.

[redacted] was a wonderful hostess when we visited her apartment. Fire extinguishers and smoke detectors were in working order. [redacted] was able to tell us who to call in an emergency, how to evacuate her apartment and where to go and wait for the staff if she needed to evacuate. However, there was no documentation in assessments or IP objectives of [redacted] ability to respond to a fire. A question regarding fire evacuation skills will be added to the assessment (QAOS 15).

II. Service Planning and Delivery: This past year there has been a significant improvement in the objectives established for the individuals receiving services in both group homes, the day program, and the non-congregate supported living. The training objectives for [redacted] were well written and included very creative strategies to help him gain the skills (QAOS 4). The service objective data sheets and IPP cover sheets for the group homes looked good. They have all the necessary information to run the objective (QAOS 9). The individual receiving non-congregate supported living was able to explain the IP process and what was in her IP. She also let us know how often her trainer assisted her and on what activities/objectives (QAOS 7). The objectives established for [redacted] at the Transitional Living Complex were reviewed. [redacted] had 4 objectives, which were to be done at the work activity center and at [redacted] residence. We found no documentation or evidence these objectives were being implemented at the Transitional Living Complex. ROI will begin using a logbook to travel between the residential setting and the vocational setting to document the implementation of these objectives (QAOS 12). [redacted] also had an objective to establish a reinforcement schedule for getting up on work mornings with an alarm clock. There was an IPP cover sheet for this objective; however, there was no reinforcement schedule. A reinforcement schedule has now been implemented (QAOS 11). A general concern noted at the transitional living complex was the lack of supports and training geared toward helping the individuals achieve their long-range goals. The individual are not gaining the skills necessary to move on. ROI has agreed, at the annual IP, to work on getting objectives that are more geared toward skill acquisitions that will allow individuals to move on (QAOS 14). ROI is completing assessment for all individuals receiving services. However, the assessments are not always identifying the needs of the individual. Assessments are not consistently completed accurately, or reflective of the objectives

identified in the IP. ROI has reviewed with staff how to accurately fill out assessments. Assessments are being reviewed and updated to better reflect the needs of the individuals (QAOS 10).

ROI does an excellent job of ensuring the medical needs of the individuals are being met (QAOS 3). Medical information is shared with team members and those involved in the day-to-day caregiving.

The individuals reviewed had no client right's restrictions in place. During consumer interviews, folks were able to tell us whom they would talk to if they had a problem or wanted something to be different.

ROI does a consumer satisfaction survey. Both this survey and our survey with the individuals indicate they are please with the services they are receiving.

It was apparent during our visit to each residential setting that the individuals are actively involved in activities both at home and in the community. We had the opportunity to attend a Special Olympics practice. During this, we observed many instances of positive, appropriate interactions between the individuals and staff. Both group homes offer the individuals a wide variety of daily leisure and weekly-integrated community outing opportunities. While at Agetha Peer, we observed many positive interactions between staff and the individuals served. The atmosphere was very relaxed and no power struggles were apparent (QAOS 6).

III. Staffing: Criminal background checks were completed on the five most recent hires. All new staff participate in orientation training. ROI also offers monthly Abuse Prevention classes. These classes give staff the opportunity to discuss ways to improve their caregiving styles. During spot checks of the group homes throughout the year, I have always found the required number of staff on duty. ROI self-reports instances where they are not meeting the minimum staff ratio. There have been few instances of this and generally the amount of time they are not at the minimum ratio is few hours. One staff from each service area was interviewed. Staff did wonderfully on these interviews. No concerns were noted and the staff interviewed answered all questions correctly.

IV. Incident Management: Incident reports are generally completed in a timely manner. Usually, ROI will contact my office by phone to notify of situations that require an immediate response. This is then followed by the written incident report. ROI has had no investigations initiated by Adult Protective Services this past year.

WORK/DAY/COMMUNITY EMPLOYMENT

The vocational reviewed included the work activity center and the intensive day program. ROI also provides a senior day program through their regular work activity center. The individuals included in the review were and

I. Health and Safety: No health and safety concerns were noted during the review. Evacuation drills are completed at the vocational settings. Medications are stored in a secure place. All staff assisting with medication administration were certified.

II. Service Planning and Delivery: Service objective and IPP cover sheets looked good. They had the information necessary to run the objective (QAOS 9). Assessments are not always identifying the needs of the individual, being completed accurately, or reflecting the objectives in the IP. ROI has addressed this by reviewing with staff the need to be accurate with assessment and they are also reviewing and updating their assessments (QAOS 10). Several individuals attend the Senior Day program, yet the assessments do not have any sections that addresses retirement needs. ROI will add a section to the assessment that includes senior/retirement questions (QAOS 13). The curriculum objectives written for tate the staff will record what was went over during the sessions, however data shows staff are usually recording their initial on the day the objective was done and no other data is present. New data sheets have been created which include a narrative space for each class and this data will travel between the residential and vocational setting (QAOS 16). ROI focuses on keeping the individuals in the work activity setting (both the standard day and intensive day) very busy. There is no segregation between the intensive day and the standard day setting. The staff at the day program clearly work together as a team and no divisions were noted between standard day staff and the staff working with the individuals in intensive day services.

During our observations, all the individuals at the workshop (both the standard and intensive) were kept busy and interactions between staff and consumers are frequent and positive (QAOS 5). During lunch at the day program, no tables are designated for staff only. The individuals and staff sit by who they would like and lots of interaction is taking place. The Senior Day Program seems to be great place to be. The individuals were happy to tell us about the variety of activities. All the individuals seem to enjoy the program and were having a good time being retired (QAOS 8). Individuals all expressed satisfaction with the vocational services they were receiving from ROI.

The staff in the vocational setting maintain regular contact with staff from the residential setting. They keep up to date of any medical issues and will let the residential staff know of any health concerns they may have.

III. Staffing: This past year, there have been no new employees hired in the vocational settings. ROI does offer monthly Abuse Prevention Classes for staff. During spot checks of the day program throughout the year, I have found no instances where the minimum-staffing ratio has not been met. ROI also self-reports any instances of not meeting the minimum staff ratio requirement. This past year there have been no reports of being short-staffed at the day program.

IV: Incident Management: ROI staff complete incident reports in a thorough and timely manner. Incidents that require immediate notification are generally reported by

telephone to the DDP office with a written report to follow by mail. ROI has had no Adult Protective Service referral this past year.

COMMUNITY SUPPORTS: The review of community supports included the following persons:]

I. Health and Safety: There were no health and safety concerns noted during the review. The individuals are all able to self-administer their medications so ROI does not provide any supervision in this area. ROI may provide assistance, as specified by the individual's IP team, with medical appointments. Three of the individuals receiving Community Supports do live on their own, not with family. ROI reviews health and safety issues with these individuals on a regular basis.

II. Service Delivery and Planning: Documentation was found which indicated that services are being provided to each individual as specified in the IP. There are a variety of objectives for the individuals, but all are focused on helping the person further their independence. The individuals interviewed knew their IP and what to expect from the trainer, including how often and how long she spent with them during the week (QAOS 7). All individual indicated they are happy with the services they are receiving from ROI.

III. Staffing: The staff person providing supports to the individuals in community supports in the residential setting is the same person as last year. All individuals indicated they enjoyed working with her. Some individuals are also receiving vocational supports. There have been no changes in the vocational staff this past year. All the individuals indicated they enjoy the staff they work with at their vocational setting. The staff interviewed as part of the staff survey answered all questions correctly.

IV: Incident Management: ROI staff submit timely, accurate incident reports for individuals receiving community supports. There have been no Adult Protective Services investigations this past year at ROI.

CONCLUSION

ROI has responded to each of the QAOS with a plan of correction. All findings are considered closed as a result of the response form ROI. This past year there has been definite improvement training and service objectives in place for the individuals receiving services in the group homes, day programs, and non-congregate supported living. The upcoming incident management policy should be helpful to ROI. It will require a trend analysis to be done on a monthly basis. This should then help the staff identify when a plan needs to be developed to address an individual's behavior.

In general, the individuals receiving services through ROI are in a safe, health setting. The longevity of the staff in the services greatly has had a positive influence on the individuals and the quality of the service they are receiving.